

**FEDERAL AVIATION ADMINISTRATION (FAA)
MAIL AND DISTRIBUTION SERVICES (AMI-700)
PERFORMANCE WORK STATEMENT (PWS)**

CONTENT:

APPENDIX A:	MAIL AND DISTRIBUTION VOLUME ESTIMATES
APPENDIX B:	APPLICABLE ORDERS AND DIRECTIVES
APPENDIX C:	GOVERNMENT FURNISHED PROPERTY
APPENDIX D:	MAIL & DISTRIBUTION STANDARD DEFINITIONS
APPENDIX E:	AMI QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

**FAA AMI-700
MAIL & DISTRIBUTION SERVICES**

1.0 REQUIREMENTS SUMMARY

Paragraph 1.1 Background

The Federal Aviation Administration (FAA) is a Federal agency that provides a wide range of aeronautical support for the missions of the Department of Transportation and other civilian government agencies. In support of FAA's mission, the AMI-700 Media Solutions division Mail and Distribution Mail Center, located on the Mike Monroney Aeronautical Center campus provides mail delivery, pick-up service, shipping services, storage of materials, and warehousing that sustains FAA's core mission.

The Contractor's primary mission is to plan, program, manage and execute efficient and effective receiving, storage, inventory, packaging, stock control, stock selection, issue processing, packing and shipping of items handled by the FAA. In addition to distribution, FAA performs data entry and invoicing for shipping of packages via direct customer organization. Deliveries and Pick-up Services will be performed daily with shipments from multiple sources for onward shipment directly to the customer by the appropriate conveyance.

Paragraph 1.2 Scope of Work

FAA requires contract services to process all incoming and outgoing mail for the Mike Monroney Aeronautical Center (MMAC). Services include support for all Aeronautical Center organizations and tenant organizations in any and/all of the center buildings and off center sites. Additionally AMI-700 requirements include the warehousing and distribution services for FAA Aero Center publications. Warehousing is required when publications (issuances in bulk from various sources) are received. The contractor is responsible for distributing the publications to the appropriate recipients to meet the quality, timeliness, and frequency requirements set forth in this PWS. The volume of work is identified in Appendix A-Mail and Distribution Volume estimates. The Contractor shall not deliver Registered or Certified mail containing classified information. Contractor shall not be involved in any manner in the processing of classified information, operation of the Security Control Point, or classified document accounting.

The contractor is obligated to follow Directives, Publications, and Forms to the extent they are applicable to the work required by the PWS. The current list is provided in Appendix B- Directives, Publication, and Forms. The FAA will furnish the list of directives and supplements/amendments mandatory publications annually. These directives will be up-to-date when provided to the contractor. It is the contractor's responsibility to file updates and ensure that all publications are posted and up-to-date. The applicable publications and an initial supply of applicable forms will be furnished at the start of the base contract period. Upon completion of the contract, the contractor shall return to the Government all issued publications.

The contractor shall provide supervision, all personnel, equipment, tools, materials and other items (except for those specified as "Government – Furnished") necessary to accomplish the mail and distribution services described herein. The services shall be performed to the standards defined in this PWS. The PWS Appendices provide the typical tasks associated with the required mail and distribution services. The services include the following task categories:
Processing all incoming and outgoing mail

Delivery and pickup of incoming mail from the Oklahoma City, US Post Office and both routing (daily ongoing) mail and priority mail
Warehousing
Distribution of bulk issuances of publications
Pickup and delivery services as needed for AMI-700 (films, photos, print jobs, proofs)
Related administrative tasks
Invoicing of Fed Ex shipments
Pickup and delivery of recycle bins for document destruction

Paragraph 1.3 Supervision of Contract Employees

This acquisition is not formed to be administered or performed as a personal services contract. Accordingly, the contractor shall designate appropriate and sufficient supervisory personnel to deliver the Mail and Distribution Services IAW this PWS. The Contract Project Manager will provide day-to-day on-site supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time will contractor personnel be supervised by FAA managers or other FAA personnel. The FAA may provide limited assistance associated with FAA policy and AMI-700 practices as required and requested through the designated COR.

2.0 TIME AND LOCATION OF WORK

Paragraph 2.1 Location of Work

All work performed under this contract shall be performed at the following location, with exception to field delivery specifically tasked when required.

FAA Mike Monroney Aeronautical Center
6500 S MacArthur Blvd
Oklahoma City, OK 73169

Paragraph 2.2 Normal Hours of Operation

Normal operations will generally occur between the hours of 7:00 a.m. and 4:00 p.m. CST, Monday through Friday. The Contractor shall ensure sufficient employees are available to pick up the mail at the main US Post Office downtown station, to be brought back to the Mail & Distribution Screening Facility for sorting and delivery around the Center. Mail and Distribution Services are designated as COOP (Continuity of Operation Plan) protocol. In emergency and COOP situations, availability may be required outside of normal duty hours and may be subject to change based on FAA's operational needs.

Paragraph 2.3 Emergency and COOP Services

On occasion, the contractor's services may be required to support a contingency, which will require performing contract tasks outside normal duty hours. The Contracting Officer will notify the contractor if this should occur. Special or emergency situations (e.g., weather-related situations, security situations, etc.) may necessitate the contractor operate on an expanded or reduced basis. The Contracting Officer/COR will notify the contractor of any change in hours. If the contingency requires effort outside normal duty hours or workload outside the parameters of any variation in workload provisions of this contract, such increase in contractor effort shall be subject to a

negotiated upward equitable adjustment (overtime hours). Likewise, should any reduced hours result in decreased contractor effort, a downward equitable adjustment shall be negotiated.

Paragraph 2.4 Observance of Holidays

No activity is anticipated under this contract on holidays recognized by the FAA. In the event such activity is required, the contractor will be notified by the CO, or the COR, and will be provided as much advance notice of the requirement as practicable. Absent such requirements, holiday activities will not be permitted without prior authorization from the CO, or the COR.

Paragraph 2.5 Designated U.S. Federal Holidays

A list of the designated U.S. Federal holidays as of the date of this document are as follows:

New Year's Day
Martin Luther King, Jr. Birthday
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

Paragraph 2.6 MMAC Closure/Early Dismissal

Adverse weather conditions or other emergencies may require the closure of the MMAC. Circumstances may also arise which will require the early dismissal of personnel. In most cases, no activity is expected under this contract during periods of MMAC closure and/or early dismissal, nor will any such activity be permitted during these periods without prior authorization from the CO, or the COR.

Paragraph 2.7 Parking, Safety and Traffic Regulations

The contractor will ensure all contract employees are advised of and adhere to published parking, safety and traffic regulations applicable to the FAA MMAC.

3.0 GOVERNMENT PROPRIETARY RIGHTS

Paragraph 3.1 FAA Proprietary Rights

The FAA acquires title to all products resulting from performance under this contract, and all the rights and privileges derived therefrom, as these products are produced. All records, files, documents, and work papers provided by the Government remain Government property and shall be maintained and disposed of per FAA Order 1350.15B, Records Organization, Transfer, and Destruction Standards.

Paragraph 3.2 Forfeiture of Rights

The rights and privileges described in the preceding paragraph cannot be involuntarily surrendered, transferred, forfeited, or ceded. Any such forfeiture can only be accomplished by the CO, or the COR, and must be in writing. Further, no precedent shall be established by any such forfeiture, and each request shall be considered separate and distinct from all other requests.

Paragraph 3.3 Use/Dissemination of Government Property

Unless specifically authorized in writing by the CO or the COR, the contractor shall not use, modify or disseminate any item of Government property for any purpose other than those specifically outlined in this document, the contract and other related contract documents. This prohibition includes, but is not limited to, the use of FAA equipment for work not directly in support of this contract, and the use and/or dissemination of any FAA training materials, including materials developed under this contract.

Paragraph 3.4 Removing Government Property MMAC

Unless specifically authorized in writing by the CO or the COR, the contractor shall not remove, nor permit its employees to remove, Government property from the MMAC for any purpose other than those specifically outlined in this document, the contract, and/or other related contract documents. This prohibition applies to property furnished to the contractor by the FAA, property acquired by the contractor using contract funds, and property produced through performance under this contract. Further, this prohibition covers both the physical removal and the electronic transmission of property, and applies equally to both original items and all reproductions of those items, regardless of the reproduction format.

4.0 GOVERNMENT FURNISHED ITEMS

Paragraph 4.1 Government Furnished Property

The items described in the paragraphs following shall be considered Government Furnished Property (GFP). The contractor will be required to ensure the optimum utilization and security of GFP. The FAA retains full control of and property management responsibility for all items provided, as well as sole discretion in the placement, movement and removal of all property provided to the contractor. The contractor must not remove, relocate, or re-assign GFP without prior approval of the COR. The Contractor shall comply with associated Federal Aviation Administration (FAA) property clauses and contract requirements, including submission of an annual report pursuant to Contract Data Requirements List (CDRL) A001, Status of Government Furnished Property (GFP) Report. A complete list of GFP is provided in Appendix C, Government Furnished Property.

Paragraph 4.2 Facilities Workspace and Related Utility Services

The Government will provide without cost, the facilities, equipment, materials, and/or services listed below. The facility and workspace will be equivalent / similar to workspace provided for AMI government personnel at the Mike Monroney Aeronautical Center. Facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work-arounds have been established. The Government corrects OSHA hazards in accordance with center wide Government developed and approved plans of abatement taking into account safety and health priorities. Office Furniture - AMI-700 workstations, desks, chairs, filing cabinetry and other office furnishings for contract personnel will be comparable to that provided to Government personnel at

MMAC. Any furnishings provided are at the sole discretion of the Government (e.g., type, model, style, etc.) The contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall be used for performance of this contract only. The facility provisions and conditions include:

- Utilities. The Government will furnish electricity, water, sewage, and heating for facility.
- Telephone. The Government will provide local telephone service numbers and instruments. Phone use is limited to matters related to the performance of this contract.
- Janitorial Services. The Government will provide janitorial service to the extent provided in the MMAC Janitorial Contract(s) for the facilities provided.
- Refuse Collection. The Government will provide for refuse service.
- Real Property Maintenance. The Government will provide maintenance and repair of real property facilities.
- Miscellaneous Services. The Government will provide inspection and maintenance of Government furnished fire extinguishers and systems, and insect and rodent control.
- Personnel and Physical Security. The Government will provide general on-center security service. Security phone extension is 954-4566.
- Equipment Maintenance. The Contractor is responsible for minor adjustments of equipment (e.g. simple adjustments to insure the quality performance of any given piece of machinery). When repair is required, the contractor will notify the Contracting Officer Representative (COR), who with the Contracting Officer (CO) will provide direction for maintenance, repair, or replacement.

Paragraph 4.3 Building Space at MMAC Facilities

The Government will provide the available work space and operational square footage of Building # 229 and at the Multi-Purpose building for the Print Shop duties. The main Mailroom, X-ray machines, storage areas, warehouse, office areas, sorting table mail stop bins, mailing machines, Powership Fed Ex machines (PC and software) docking areas are located within Building # 229.

Paragraph 4.4 Equipment

The Government shall provide equipment to the Contractor at no cost (See Appendix). Government furnished equipment shall be managed in accordance with the Government Property Contract Clauses. Equipment Inventory will be conducted not later than five days prior to start of the base contract period. The Contractor Project Manager and a Government representative shall conduct a joint inventory of all Government furnished equipment listed herein. All repairs/maintenance shall be made at the Government's option. The Contractor shall document all government furnished property, and equipment condition received. The contractor and a Government representative shall jointly determine the working order and condition of all equipment. Items of equipment missing or not in working order shall be recorded. The Government will replace missing items and repair all items not in working order or the Contracting Officer will direct the contractor to replace the missing items (s) or accomplish the repair and the contractor will be reimbursed. The Government representative will give disposition instructions for items beyond repair. The contractor and the Government representative shall certify their agreement as to

the working order of the equipment. The documentation must be signed by the Contractor and the government and submitted to the Contracting Officer.

Replacement of Equipment - The Government will replace, as required, the equipment only when due to fair wear and tear, or it is no longer usable for its intended purpose. The contractor shall submit requests in letter form, for replacement of Government furnished equipment required in performance of the contract. The contractor shall submit such requests through the COR and Contracting Officer for approval and appropriate contract modification.

Government furnished equipment is accounted for in accordance with AMS Clause 3.10.3, Government Property – Basic Clause. The contractor shall designate a custodian to receipt and account for Government furnished equipment. The contractor shall be liable for loss or damage to government furnished property beyond fair wear and tear in accordance AMS Clause 3.10.3, Government Property – Basic Clause

If the contractor does not agree with the Government representative's determination as to the working order of the equipment, this failure of the contractor to agree shall be treated as dispute pursuant to the "Disputes" clause of the contract.

Paragraph 4.5 Materials Furnished

The Government will furnish a list of materials provided to support the services. An initial inventory of the materials will be conducted. The contractor will request these materials by filling out FAA Form 4250-2-1 when inventory is low and submitting the form by email to the COR. The COR will acknowledge the government provisions for materials to the Contract Program Manager within 7 days with a copy to the CO.

Paragraph 4.6 Conservation of Utilities

The contractor shall ensure all contract employees are aware of utilities conservation practices, and shall be responsible for operating so as to minimize the waste of utilities which shall include:

- Lights shall be used only in areas where and when work is actually being performed.
- The workers shall not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.
- Water faucets or valves shall be turned off after the required usage has been accomplished.

Paragraph 4.7 FAA Computer Network

The FAA maintains a computer network and Contract personnel may have access to the FAA's computer network in their normal work area. Contract personnel shall not connect any computer equipment to the FAA network without prior authorization from the COR. Contractor personnel shall not install any software without specific tasking and/or authorization from the COR. The COR shall be responsible for obtaining the clearances necessary through the FAA Security Specialist and the FAA CO.

Paragraph 4.8 Misuse of FAA Computer Network.

The contractor must adhere to all FAA intranet, internet, network policies and orders. Misuse of FAA provided computer equipment and/or computer network by contract personnel will not be tolerated, and will result in a determination by FAA CO and AMI -700 management as to appropriate corrective action for each infraction. All contract personnel using FAA computer resources or accessing the FAA network shall agree to and sign the FAA Security Documentation. Depending upon the nature and severity of the infraction, corrective actions can range from loss of privileges (i.e., loss of access to the Internet and FAA email) to removal from support under this contract. Further, these determinations are not subject to appeal. And, these provisions do not preclude the imposition of any applicable civil or criminal penalty resultant from an infraction.

5.0 CONTRACTOR FURNISHED ITEMS

Paragraph 5.1 General

Except for those items or services specifically stated to be Government furnished, the contractor shall furnish everything required to perform this performance work statement.

Paragraph 5.2 Transportation

The Contractor must provide vehicle transportation by furnishing two (2) Box trucks for daily operation. These two vehicles will have to accommodate the delivery/pick-up services of all types of contract tasks. These vehicles must have a hydraulic lift capable of handling heavy loads and must be able to lift from ground, grade level to truck bed level. The Contractor will be responsible for the maintenance, upkeep, performance, and service. The Contractor will retain ownership of the vehicles and will be responsible for the insurance, state tags and licenses, MMAC decals and security clearances of both vehicles.

6.0 SECURITY

Paragraph 6.1 Suitability

All contract employees must undergo a background investigation and be determined suitable for work at the Aeronautical Center by the Civil Aviation Security Division. The Government will pay for all investigations required.

Paragraph 6.2 Building Security

The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the close of each work period Government facilities, equipment, and material shall be secured.

- **Key Control.** The contractor shall establish and implement methods of ensuring that all keys issued to the contractor employees by the Government are not lost or misplaced and not used by unauthorized persons. No keys issued the contractor by the Government shall be duplicated. The contractor shall develop procedures covering key control that will be included in their Quality Control Plan (QCP).

- The contractor shall report the occurrences of a lost or duplicated key to the Contracting Officer within four duty hours of ascertaining the loss or duplication.
- Key Cabinet. A key cabinet supplied by the Government will be for security of all Government keys. The contractor shall keep all vehicle keys and other Government keys locked in the key cabinet during after duty hours.
- The contractor shall prohibit the use of keys issued by the Government by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by the contractor employees to permit entrance of persons other than contractor's employees engaged in the performance of assigned work in those areas.
- Lock Combinations will be allowed on personnel lockers

Paragraph 6.3 Identification Badges

All contract employees shall have a FAA issued identification (ID) badge clearly and visibly displayed on their person before access to work at the Aeronautical Center is authorized. The contractor shall report the occurrence of a lost or stolen ID badge to the Contracting Officer and to AMC-700.

Paragraph 6.4 Operation of Private Vehicles

Contract employees who operate private vehicles on Aeronautical Center streets shall meet all Federal, state, and local laws. Vehicles shall be registered at the Aeronautical Center and display the appropriate vehicle registration decal.

7.0 CONTRACTOR PERSONNEL & PROGRAM MANAGEMENT REQUIREMENTS

Paragraph 7.1 Contractor Program Manager and Alternate

The contractor shall provide a Program Manager (PM) and an Alternate Program Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of the resulting contract. The APM shall act for the contractor when the PM is absent.

The PM and APM shall have full authority to act on behalf of the contractor for all issues pertaining to administration of the resulting contract. The PM and APM will possess at least a Bachelor's degree in business or other related discipline with a minimum of four (4) years mail and distribution management experience within the last five (5) years preferably in a contract of this size and scope in the Government or large corporate environment. The PM and APM must have computer knowledge in Windows, spreadsheets, and invoice processing. The PM and APM must be able to read, write, speak and understand English. Qualifications of the PM and APM are subject to Government review and approval.

The PM and/or APM shall be on site during normal duty hours and during contingencies requiring work beyond normal duty hours. The selection, assignment, reassignment, transfer, supervision, management, and control of contractor employees in performance of this PWS shall be the responsibility and prerogative of the contract PM and/or APM.

Paragraph 7.2 Key Personnel

The PM and APM are considered key personnel within this PWS and as such must be employed with the firm at the time of award and shall be maintained to the maximum extent possible throughout this program. Should changes be necessary, the contractor shall notify the Government in writing of the proposed substitution and their qualifications. Implementation of the changes shall be subject to Government approval in accordance with Clause 3.8.2-17 (Key Personnel and Facilities.) Resumes shall be submitted detailing the qualifications and experience of key personnel. The Government retains the authority to accept or reject the qualifications of any key personnel.

Paragraph 7.3 Program Management Responsibilities

The Contractor is responsible for conducting all on-site inspections and for documenting and maintaining records of inspections. The contractor will implement corrective action when taken, and document the action taken. This documentation shall be made available to the Government when requested.

The Contractor is responsible for recording all complaints received and documenting corrective action taken. This documentation shall be included in CDRL A002, Monthly Mail and Distribution Report.

The PM and/or APM shall meet as necessary with government personnel designated by the Contracting Officer Representative (COR) to discuss problem areas.

The PM and/or APM shall be responsible for ensuring the quality of service provided by contract personnel, and correspondingly for monitoring, evaluating, etc., the performance of their employees. On an annual basis, the contractor shall submit, implement, and maintain a Quality Control Plan (QCP) to ensure compliance with all requirements of this PWS, as well as the terms and conditions of the contract. In addition to the QCP, the Contractor shall submit, implement and maintain a Strike Contingency Plan, a Staffing Plan, and provide an Organizational Chart, each of which shall be updated periodically throughout the life of the contract if/when changes occur. Initial submission of the documents shall be included in the offeror's proposal package and are subject to review/approval by the FAA.

Paragraph 7.4 Performance Management Review (PMR)

The Contractor will submit monthly reports with invoices as defined by CDRL A002, Monthly Mail and Distribution Report. A PMR will be conducted quarterly to review performance status, identify concerns (if any), and to discuss resolutions (if applicable). The PM or APM, COR and CO are required to attend the PMR. Others may attend (as required) to discuss contractual performance and delivery issues. The Contractor may contact the CO or COR at any time to obtain assistance with administrative matters or report performance concerns. PMR meeting minutes will be recorded and distributed to the government by the Contractor.

8.0 MANAGEMENT, ADMINISTRATION AND REPORTING

Paragraph 8.1 Management, Administration, and Reporting

The contractor shall accomplish all administrative tasks including the pickup or delivery of products that are produced in other areas necessary to meet the quality, timeliness, and frequency requirements for all the tasks described herein. The contractor will be required to answer phone questions or direct phone calls to the proper organizations through the telephone system located in the mail and distribution area

throughout Building #229. The contractor shall provide support for the service desk and deliver assistance to walk-in customers, establish and maintain mailing lists, reorder operating supplies and materials, order the Government Agency publications for all FAA organizations located at the Aeronautical Center, produce and sort address labels for various mailings/distributions, produce priority labels, maintain and provide production data upon request to program managers or others for use in required reports and accomplish all other miscellaneous administrative tasks required in accomplishment of distribution, warehousing, and mail processing.

Administrative tasks include receipt of Federal Express (or current priority service vendor) bills from various MMAC organizations. The contractor shall verify airbills/Fed Ex shipments with invoices sent by Federal Express, United Parcels Service (UPS) (or current GSA contractor) and forward to the Accounts Payable Section (AMZ100) for payment. The contractor shall monitor mailing expenses. The contractor shall notify the COR and the Program Analyst (Government Program Analyst?) if there is a problem with mailing expenses. The Program Analyst will then notify MMAC Organizations, if necessary, on budget limitations. The contractor shall maintain a record of expenses. The contractor shall contact each organization by phone or letter about missing airbills/Fed Ex shipments. The contractor shall locate and obtain all missing airbills and airbill data from the Aeronautical Center organizations and current overnight GSA contractor. The contractor will prepare urgent overnight packages and labels for outbound shipments on the Powership 2 system furnished by Federal Express Corporation. Administration also includes updating files for Fed Ex, UPS and all couriers which includes record keeping of all viable tasks.

Paragraph 8.2 Phase-In Requirements

The contractor shall begin familiarizing employees with work center and required procedures not more than 30 calendar days prior to the effective contract starting date. The phase-in period is provided to accomplish the following tasks, which will assist in maintaining high quality during the transition period:

- Familiarize employees with work center location, layout, Plant Protection Handbook, parking and traffic regulations, and personnel security requirements.
- Submit required security forms for all personnel in sensitive positions, to AMC-700, for background investigations.
- Finalize plans for ID badges, automobile decals, and key issuance.
- Accomplish necessary training of contract employees.
- Finalize necessary work plans and procedures.
- Finalize quality control plans and procedures.
- Provide two (2) vehicles for transportation.

Paragraph 8.3 Courier and Transportation

The contractor must provide a Driver/Courier to pick up USPS mail at 6:30 AM from the United States Postal Service at the Reno Ave. Postal Facility in Oklahoma City on a daily basis. Sufficient personnel must be available to provide a driver/courier on a daily basis to make pickup and delivery services as

needed for AMI-700 Print Shop (films, photos, print jobs, proofs etc.). When pickup tasks are in a lull in delivery activity, the Driver/Courier will be assigned to the Print Shop for bindery tasks.

The Contractor will be responsible for receipt of parcels from USPS, FED EX, UPS and other major mail carriers. All Parcels will be inspected at the FAA MMAC Mail & Distribution Screening Facility (Bldg. #229). The parcels will vary in size and shape and will weigh up to 150 lbs. The number of parcels will vary from day to day not to exceed 5,000 parcels. The number of mail pieces will vary from day to day not to exceed 500,000 pieces per day. The Contractor is responsible to catalogue parcels either manually or through automated capabilities for the tracking and verification of delivery. Initial delivery for letters, flats, boxes, and express mail will begin from the Mail & Distribution Screening Facility (Bldg. #229) after being x-rayed and inspected.

The Contractor shall not deliver Registered or Certified mail containing classified information. Contract personnel shall not be involved in the processing of classified information or classified document accounting.

Paragraph 8.4 Positions and Qualifications

Contractor employees shall have the knowledge, skills, and abilities necessary to perform the required services in the PWS. The Government reserves the right to restrict access or work to United States citizens only where it is determined to be in the best interest of the Government.

All employees must be able to read, write, speak and understand English. Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing distinctive clothing bearing the name of the company (provided by the contractor) or by wearing appropriate badges, which contain the company name and the employee name.

Vehicle Operators: The contractor shall insure that any personnel operating delivery vehicles at the Mike Monroney Aeronautical Center (MMAC) have the proper State of Oklahoma Driver's License. Contractor vehicles operated on MMAC streets shall meet all Federal, State, and local laws and shall be registered at the MMAC and display the appropriate vehicle registration decal. Any Government vehicle operated by contractor employees on the FAA ramp shall display a ramp permit issued to the specific vehicle and shall have the required insurance on their personnel. Vehicles operated in hangers shall meet all requirements such as having a spark arrester.

The FAA reserves the right to remove any person who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the MMAC and its population.

Paragraph 8.5 Overtime

In the event the contractor deems overtime necessary to meet work requirements, the contractor shall submit a written request to the CO or COR for overtime. The request shall identify in detail what service requires overtime, how many work-hours are required, and for what segment of the organization the work is being performed. The Contracting Officer must approve all requests for overtime in writing prior to overtime being worked. Overtime may be authorized only when absolutely necessary to meet work requirements. Overtime will not be authorized due to lack of program management for progress toward task delivery or failure to meet schedules due to non-availability of personnel.

Paragraph 8.6 Training Associated with Services Delivery

The contractor shall provide fully trained employees, be required to have an ongoing training program, and be responsible for contractor employees acquiring the knowledge, skills and abilities necessary to perform the requirements of the PWS. The Contractor shall submit, implement, and maintain a Training Plan to ensure training requirements are met. The Training Plan shall be updated periodically throughout the life of the contract if/when changes occur. Initial submission of the plan shall be included in the offeror's proposal package and is subject to review/approval by the FAA.

Contractor personnel may be required to attend training unique to the Agency or directed/mandated by the Government/Agency. The requirement to attend training will be identified by the COR, and authorized/approved by the CO. Training may be on site, at the MMAC campus, or at an alternate training facility or location. The contractor is responsible for all approved costs associated with the training and travel (if any).

9.0 QUALITY ASSURANCE

Paragraph 9.1 Government Surveillance Methods

The Government may use a variety of surveillance methods to evaluate the contractor's performance. Only one method shall be used at a time to evaluate a listed service during an inspection period to include compliance with government publications. The methods of surveillance that may be used are:

- Random Sampling of recurring service output based, when appropriate, on selected sampling plans of MIL-STD-105D.
- Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, or annually) as determined necessary to assure a sufficient evaluation of contractor performance.
- Management information systems reported results.
- Customer complaints.

Paragraph 9.2 Periodic Inspection/Surveillance

The Government will provide periodic inspection and surveillance IAW the Contractor's approved quality plan. The contractor's performance shall meet the requirements and standards defined in the FAA AMI Appendix E - Quality Assurance Surveillance Plan (QASP).

Paragraph 9.3 Quality Control Program

The Contractor shall develop, implement, and maintain a comprehensive higher-level Quality Control Program (QCP) that complies with ISO 9001, Quality Management Systems Requirements.

APPENDIX A

Mail & Distribution Volume Estimates

Task	Annual Amounts
Mail Received from the United States Postal Service	1.50 Million single pieces (includes accountable mail, letters, flats, parcels etc.
Pieces of Mail Distributed	1.25 Million includes ALL mail sources
Pieces of Outgoing Mail	1.50 Million includes all outgoing USPS
Number of Mail Runs Made	126,784 on center/off center deliveries per routing
Print shop Deliveries	2500 Print shop only deliveries per job number
Looked up bad/incomplete addresses for proper routing	97,650 Bad address that are corrected, re-sorted and sent with normal mail deliveries
Publications released	40,500 All total publications AJW, Orders etc.
Miscellaneous Documents/ Shipments	150 of individuals mailing or group (non-category)
Runway Safety Materials requested	335,500 individual publication pieces
Intra office Mail picked up	71,100 individual pieces that are sorted/routed
Intra office Mail delivered	71,500 individual pieces that are sorted/delivery
Medical Forms sent out	3120 individual forms per request/sent out
FedEx Invoice processing	41,600 invoicing data input process of Fed Ex
Regional and Office items sent out	14,500 individual pieces regions, case mail pieces
Folded and sprayed FAA Airway Directives	14,500 addressing individual pieces per job
F.E.B newsletters	4350 addressing individual jobs per
FedEx's sent out	7500 individual or group shipments per routing
Urgent Mail Packages received from Fed Ex, UPS, DHL etc.	236,000 individual scans of all incoming/delivered urgent mail packages to the campus recipients
Adhoc Reports	12 (1) per each calendar month

APPENDIX B

ORDERS, DIRECTIVES AND FORMS

<u>Publication</u>	<u>Title</u>	<u>Mandatory/Advisory</u>
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Order 1720.18B	FAA Distribution System	A
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<u>Forms</u>	<u>Title</u>	<u>Mandatory/Advisory</u>
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AC Form 1720.1F	Printing Composition Word	M
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Mail Processing Orders and Directives:

<u>Publication</u>	<u>Title</u>	<u>Mandatory/Advisory</u>
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Order 1770.11C	Mail Management Standards and Procedures	M
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Order 1600.2E	Safeguarding Classified National Security	M
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Mail Processing Forms:

<u>Form</u>	<u>Title</u>	<u>Mandatory/Advisory</u>
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S.F. 65-A, 65B	Messenger Envelopes	M
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PS Form 3811	Domestic Return Receipt	M
PS Form 3800	Receipt for Certified Mail	M

PS Form 2966A	Parcel Post Customs Declaration United States of American	M
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PS Form 2976	Customs CN-22 Senders Declaration	M
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APPENDIX C

GOVERNMENT FURNISHED EQUIPMENT

PIN	DESCRIPTION	TYPE/MDL	MFG	SERIAL NO.	AMOUNT (\$)	STATUS
AB1027	SYSTEM #1 DM1000 DM1000 Mailing Machine Postage Meter Mailing Machine Feeder/Sealer Mailing Machine Power Stacker Scale	DM1000	Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes		20,000	A
AB1044	SYSTEM #2 DM1000 DM1000 Mailing Machine Postage Meter Mailing Machine Feeder/Sealer Mailing Machine Power Stacker Scale Scale	DM1000	Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes		19,000	A
AB1043	SYSTEM #3 DM1000 DM1000 Mailing Machine Postage Meter Mailing Machine Feeder/Sealer Mailing Machine Power Stacker Scale	DM1000	Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes		22,000	A
AB1045	SYSTEM #4 DM1000 DM1000 Mailing Machine Postage Meter Mailing Machine Feeder/Sealer Mailing Machine Power Stacker Scale Scale	DM1000	Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes Pitney Bowes		26,000	A
A31651	7200 Folder/Inserter/Sealer (MPB - Print shop)	CE4	Bell & Howell	33-3659	25,445	A
F03579	10,000 Inserter/Folder (MPB - Print shop)		Bell & Howell	39-4465E	250	A

GOVERNMENT FURNISHED EQUIPMENT

PIN	DESCRIPTION	TYPE/MDL	MFG	SERIAL NO.	AMOUNT (\$)	STATUS
N84968	Insertter/Folder/Sealer (MPB)	BH2000	Bell & Howell		23,000	A
	Scales to Weigh Packages (2)		Global Industrial		500	
	Scissor Lift Tables (2)		Global Industrial		1,500	A
A31629	Scooter w/Enclosure	80LPE-JCD	Daihatsu	MMAC 0013	7,400	A
A31630	Scooter w/Enclosure	80LPE-JCD	Daihatsu	MMAC 0185	7,400	A
A31631	Scooter w/Enclosure	80LPE-JCD	Daihatsu	MMAC 0012	7,400	A
F06507	Scooter w/Enclosure		Daihatsu	MMAC 0184	7400	A
N8497U	Scooter w/Enclosure	10	Kia	MMAC 0212	7400	
N84971	Scooter w/Enclosure		Kia	34820	7300	A
	Van, White, Chevy Cargo		Fleet Mgmt	GC23536H	17000	A
	Van, White, Chevy Cargo		Fleet Mgmt	GC23545H	1700	A
A31751	Hand Pallet Truck	12000U	BT Prod	1071616	495	A
N84234	Hand Pallet Truck	1200U	BT Lifter		495	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty (MPB)		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner GeminiXL		450	A
	Convertible Hand Truck Heavy Duty		Magliner Senior		325	A
	Convertible Hand Truck Heavy Duty		Magliner Senior		325	A
	Convertible Hand Truck Heavy Duty		Magliner Senior		325	A
	Convertible Hand Truck Heavy Duty		Magliner Senior		325	A
	Convertible Hand Truck Heavy Duty		Magliner		325	A
	Convertible Hand Truck Heavy Duty		Magliner		325	A
	Convertible Hand Truck Heavy Duty		Magliner		325	A
	Convertible Hand Truck Heavy Duty		Magliner		325	A

GOVERNMENT FURNISHED EQUIPMENT

PIN	DESCRIPTION	TYPE/MDL	MFG	SERIAL NO.	AMOUNT (\$)	STATUS
	Push Cart - Red, 5.5x3 ft				400	A
	Push Cart - Red, 5.5x3 ft				500	A
	Push Cart - Metal Grey, 6x4 ft				500	A
	Push Cart - Metal Grey, 6x4 ft				500	A
	Push Cart - Wood/Metal, 2.5x5 ft				650	A
					1000	A
	Plastic pallets - 10 (nr supply cabinet)				1,100	A
	Plastic Pallets - 3 Blue and 3 Red				600	A
	Plastic/Rubber Pallets - Black (4)				200	A
	E-Cart, Electric (Outside COR office)	Vestil		S461411	excess	Has flat tire
	PTS Scanning System (2)				14,700	A
AA0191	MPB-Computer - not in use/being stored in FEDEX box shelving				0	A
N79737	ILS-Computer - not in use/being stored in FEDEX box shelving				0	A

APPENDIX D

DEFINITIONS:

Defective Service. A service output that does not meet the standard of performance in the Performance Requirements Summary (PRS).

Lot. The total number of service outputs in a surveillance period, as defined in the Performance Requirements column of the PRS.

Performance Requirements. The point that divides acceptable and unacceptable performance. In the case of surveillance by random sampling, the performance requirement is the maximum number of defectives in the random sample chosen that may occur before the Government will affect the price computations system per the PRS and the Inspection of Services clause. When the method of surveillance is other than random sampling, the performance requirement is the number of defectives or maximum percent defective in the lot before the Government will affect the price computation system per the PRS and the Inspection of Services clause.

Performance Requirements Summary (PRS). Identifies the key service outputs of the contract that will be evaluated by the Government to assure contract performance standards are met by the contractor.

Quality Assurance. Those actions taken by the Government to assure services meet the requirements of the SOW.

Quality Assurance Evaluator (QAE). A Government person responsible for surveillance of contractor performance.

Quality Assurance Surveillance Plan (QASP). An organized written document used for quality assurance surveillance. The document contains specific methods to perform surveillance of the contractor.

Quality Control. Those actions taken by a contractor to control the performance of services so they meet the requirements of the SOW.

Random Sampling. A sampling method in which each service output in a lot has an equal chance of being selected.

Sample Guide. The part of the surveillance plan, which contains all the information, needed to perform surveillance of the service output(s) by the random sampling method of surveillance.

Acceptable Quality Level (AQL). The maximum percent defective (or the maximum number of defects per hundred units) that, for purposes of random sampling, may occur before the Government will effect the price computation system in accordance with the PRS and the Inspection of Services Clause. When the method of surveillance is other than random sampling, the AQL is defined as the number of defectives or maximum percentage defective in the lot that may occur before the Government will affect the price computation system in accordance with the PRS and the Inspection of Services Clause. An AQL does not allow a contractor to knowingly offer defective service but limits reduced payment to circumstances in which defective performance results in a measurable reduction in the value of services rendered.

COR. Contract Officer Representative, a Government employee who monitors the performance of the contract and assists the contract officer in the technical aspects of the mailroom procedures and operation and operational changes.

Contract Discrepancy Report (CDR). A written document issued by the Contracting Officer to the contractor regarding unsatisfactory performance.

Contracting Officer (CO). A person with the authority to enter into, administer and/or terminate contracts and to act on behalf of the Government.

MMAC. Mike Monroney Aeronautical Center

Accountable Mail. Controlled material.

Contract Quality Requirements. This term shall mean all necessary measures taken by the contractor to assure that the quality of an end product or service will meet the contract requirements regarding timeliness, accuracy, appearance, completeness, consistency, and conformance with the appropriate standards and specifications.

Customer. Aeronautical Center organizations and tenant organizations in any and/or all of the Aeronautical Center buildings and sites.

Employee Privacy Information. This is employee information, which must be dispensed and protected in accordance with Protecting Privacy of Information about Individuals, FAA 1350.22A.

Phase-In. Transition period from FAA operation to contract personnel or incumbent contractor to a new contractor.

Physical Security. Those actions taken to preserve Government property from loss or damage.

Restricted Area. Only authorized personnel are allowed to enter areas designated as such.

Workday. Throughout this Statement Of Work, whenever workday appears, it means a normal duty day (7:00AM to 4:00PM) Monday through Friday, with the exception of Federal holidays.

Advisory Documents. Those directives which the contractor may use for information and guidance only.

Check. For the purpose of the Statement of Work, the work check means to certify that status of item being inquired is normal and correct and, if not, to take appropriate action to effect a normal and correct status.

Defect. Work requirements not completed on time. Unsatisfactory workmanship that does not conform to prescribed standards.

FORM 1099-INT. INTEREST INCOME Form 1099-INT is used to report the back pay interest earned by DOT employee to the Internal Revenue Service and the employee.

Mandatory Documents. Means that the contractor is obliged to perform strictly in accordance with the methods specified in the directives.

Mailing Channel. Means the U S Postal Service, the Aeronautical Center mail distribution system or express courier service.

Regular Mail. Mail to be sent by first class U S Mail will be picked up at the USPO and delivered to the Mail & Distribution Screening Facility (#229).

Express Mail. The express mail next day service provided by the U S POSTAL Service Express mail will be delivered to the Mail & Distribution Screening Facility (#229).

Post of Duty (POD). The geographical location where an employee is assigned. The POD may differ from the location of the cost center.

DEFINITIONS PECULIAR TO THIS PWS.

MMAC. Mike Monroney Aeronautical Center. Term utilized when the reference is to all units physically located at the Aeronautical Center.

AC. Aeronautical Center. Term utilized when the reference is to those units organizationally assigned to the Aeronautical Center Associate Administrator.

USPS. United States Postal Service.

Mail. Consists of letters, flats, parcels, memoranda, post cards, documents, cartons, publications, and other communications (other than oral) received for distribution or dispatch under 150 pounds.

Government Mail Indicia. Imprint designation to denote payment of postage.

Parcel Post. A package or tied bundle of various sizes and weights from a few ounces to several pounds.

Accountable Mail. Controlled mail consisting of express mail, certified, registered or insured letters, flats and parcels.

Certified Mail. Basically proof of delivery service. It is available only for first-class and priority mail. Restricted delivery and return receipts can be obtained.

Registered Mail. The registered mail system is designed to provide added protection for valuable and important mail. Indemnity is provided for mail that is registered in case of loss or damage. Registered mail is the most secure service the postal service offers. It incorporates a system of receipts to monitor the mail's movement from the point of acceptance to delivery. It is used only when mandated by law.

Insured Mail. Requires that record of receipt and dispatch by Distribution Services by utilized for tracking purposes if necessary. Indemnity is provided for insured mail that is lost or destroyed.

Urgent/Overnight Mail. Mail which has been designated as time critical and must be delivered within one day/overnight. A commercial carrier established through a General Services Administration (GSA) contract is utilized for delivery of this type mail.

Return Receipts. Return receipts furnish the mailer with evidence of delivery.

Interoffice Mail. Mail sent for one organization to another at the Aeronautical Center.

Metered Mail. Mail that has been processed through a metering machine to have postage applied.

Regular Mail. Is defined in the SOW as non-accountable letters, flats, parcels received or dispatched through the USPS.

Flat. Envelopes which are of varying sizes but larger than normal letter size envelopes.

Issuance. Any type of publication, directive, order, or communication that is to be distributed.

Distribution. The process of making an initial distribution of any issuance to designated addresses.

Initial Distribution. Sending the first issuance to designated addresses. Distribution and initial distribution are used synonymously.

Warehousing. The process of receiving, storing, and shipping at some future date various types of issuance's.

Material. A general term used in reference to various type of issuances such as Airman Test Material and Correspondence Study (Training) Material.

Open Distribution. A type of distribution process where the issuance is distributed by use of distribution code rather than individual address. Distribution is sorted into mail cases representing addresses, also known as an Intra-Agency Distribution.

Mail Piece. An individual unit of mail.

Priority. A term usually followed by numeric indicator used to designate a level of criticality.

Security. Ensure the integrity of personnel, preservation of property and protection of information.

ADP Security. Those actions taken to ensure the integrity and protection of Government data processed on computers and ADP equipment.

Personnel Security. Those actions taken to ensure that contract employees are suitable for work at the Mike Monroney Aeronautical Center and are suitable for the positions they are hired to hold.

Publication Request (PR). A request for a particular publication will be submitted on FAA Form 1720.11, or via e-mail. Publications Request or e-mailed Request can be for one or more publications (line items) in varying quantities.

6000 Series Directive/AJW – System Support Directive. An AJW-14-144 Airway Support Directive.

Training Material Publications. Various texts, manuals, study guides, correspondence course books, etc., used by the FAA Academy in their training programs.

Open Distribution Type Publication. A generic term used to group those warehoused publications that are initially distributed by the open distribution procedures These include: DOT/FAA/ Center Directives, Air Worthiness Directives, Advisory Circulars, Federal Aviation Regulations, and other miscellaneous publications.

Employee Publication (Issuance). A publication with a distribution code that requires a copy by sent to each employee. It is distributed by the open distribution process

Mailing List Issuance. A publication that is distributed to addresses on an established mailing list.

DOT. Department of Transportation.

FAA. Federal Aviation Administration.

Regional Mail. Mail destined for the FAA Regions. There are twelve regions.

PR. Publication Request. Via e-mail or by any given request form or system form.

Center. Mike Monroney Aeronautical Center.

OPI. Office of Primary Interest.

AW. Air Worthiness Directive.

Post Cons. Containers with wheels that are used in mail processing to place parcels and other mail in for delivery to and from USPS trucks.

Inventory Control System. An information system that gives the location and on-hand quantity of individual warehoused items.

Mailing. An individual piece of mail sent to a specific address. Can be a letter, flat or parcel.

Delivery Service. Moving materials from one designated area to another.

Distribution Scheme. An orderly plan to move materials.

Enroute Sorting. Mail picked up by delivery person addressed to offices on the same mail run, which are in advance on the run, will be sorted and delivered enroute.

Facility. Structure such as a building, hangar, etc.

International Students/Student Boxes. Students from foreign countries attending classes at the FAA Academy.

Mail Cases. Shelves in which mailing pieces are sorted or deposited according to address.

Memorandum. An informal written communication from one department to another.

Official Mail. Only official Government business may be transacted by penalty ("Postage and Fees Paid") mail. Official mail bears in the upper right-hand corner an imprinted designation to denote payment of postage.

Order. A fixed or definite plan issued by a Government agency.

Parcel Post. A wrapped or tied bundle or package of various weights from a few ounces to several pounds.

Postage Meters. Postage meters are used to affix the proper postage to all outgoing letters and parcels.

Restricted Delivery. Restricted delivery provides the means to restrict delivery to the addressee or an agent of the addressee who has been specifically authorized in writing by the addressee to receive delivery mail.

Special Delivery. This service assures preferential handling to the extent practical in dispatch and transportation. Mailers should mark prominently the words "SPECIAL DELIVERY" preferably below the postage or above the name of the address.

Special Pickup. Material that is to be picked up or delivered other than on a scheduled mail run.

Student Mailings. FAA Academy students may mail course books to their duty station.

Misaddressed Mail. Mail will be considered misaddressed if the address is not a substantially complete organizational name or an accurate routing symbol for first and second-class mail.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Mail & Distribution AMI-700 Media Solutions FAA MMAC OKC OK

Issued April 1, 2013

TABLE OF CONTENTS

1.0 INTRODUCTION	27
1.1 Purpose	27
1.2 Performance Management Approach	27
1.3 Performance Management Strategy	27
2.0 ROLES AND RESPONSIBILITIES	28
2.1 The Contracting Officer	28
2.2 The Contracting Officer's Representative	28
3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS	28
4.0 METHODOLOGIES TO MONITOR PERFORMANCE	28
4.1 Surveillance Techniques	28
4.2 Customer Feedback	29
4.3 Acceptable Quality Levels	29
5.0 QUALITY ASSURANCE DOCUMENTATION	29
5.1 The Performance Management Feedback Loop	29
5.2 Monitoring Forms	29
6.0 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT	30
6.1 Determining Performance	30
6.2 Reporting	30
6.3 Reviews and Resolution	30
ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY	31
ATTACHMENT 2: SAMPLE QUALITY ASSURANCE MONITORING FORM	33

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1.0 INTRODUCTION

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) entitled Mail & Distribution AMI-700 Media Solutions. This plan sets forth the procedures and guidelines that the COR (Contracting Officer's Representative) will use in ensuring the required performance standards or services levels are achieved by the contractor.

1.1 Purpose

1.1.1 The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the PWS and the contractor's Quality Control Plan (QCP), and to ensure that the government pays only for the level of services received.

1.1.2 This QASP defines the roles and responsibilities of all members of the integrated project team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

1.2 Performance Management Approach

1.2.1 The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by the FAA's AMI-700 Media Solutions' COR to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

1.2.2 Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 Performance Management Strategy

1.3.1 The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor's QC program.

1.3.2 The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The government will make determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2.0 ROLES AND RESPONSIBILITIES

2.1 The Contracting Officer

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer AMQ-300, Contracting Officer's Representative (COR), Contract Project Manager (PM)/Alternate Project Manager (APM), and the contractor. The CO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

2.2 The Contracting Officer's Representative

The Contracting Officer's Representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

The required performance standards and/or quality levels are included in the PWS and in Attachment 1, "Performance Requirements Summary." When the contractor meets the required service or performance level, it will be paid the monthly amount agreed on in the contract. Failure to meet the required service or performance level may result in a deduction from the monthly amount.

4.0 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are:

- Random monitoring, which shall be performed by the COR/COR designated inspector.
- 100% Inspection – Each month, the COR, shall review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- Periodic Inspection – COR typically performs the periodic inspection on a monthly basis.

4.2 Customer Feedback

4.2.1 The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

4.2.2 Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the CO and COR, as opposed to the contractor.

4.2.3 Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR/COR will accept those customer complaints and investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation, identified in Attachment 2.

4.2.4 Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.3 Acceptable Quality Levels

The acceptable quality levels (AQLs) included in Attachment 1, Performance Requirements Summary Table, for contractor performance are structured to allow the contractor to manage how the work is performed while providing negative incentives for performance shortfalls. For certain critical activities such as those involving Mail Delivery and Pick-up, Fed Ex Shipping, Document Destruction Bins Pick-up, Print Shop Delivery Service, Metering Outgoing Mail, Warehousing, Publication Storage and Distribution, the desired performance level is established at 100 percent. Other levels of performance are keyed to the relative importance of the task to the overall mission performance at the FAA, Mike Monroney Aeronautical Center campus and all AMI-700 Media Solutions Customers.

5.0 QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the PWS and are assessed using the performance monitoring techniques shown in Attachment 1.

5.2 Monitoring Forms

The government's QA surveillance, accomplished by the COR and the PM, will be reported using the monitoring forms in Attachments 2. The forms, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required results from all of the Mail and Distribution tasks are being achieved.

5.2.1 The COR and PM will retain a copy of all completed QA surveillance forms.

6.0 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 Determining Performance

Government shall use the monitoring methods cited to determine whether the performance standards/service levels/AQLs have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels. Failure to meet the AQL or performance standard may result in a deduction from the monthly payment, using the deduction percentages shown in Attachment 1. Likewise, if the contractor exceeds the performance standards, an incentive or award fee will be paid, in accordance with the incentive fee or award fee plan included in the contract.

6.2 Reporting

At the end of each month, the PM will prepare a written report for the COR summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives.

6.3 Reviews and Resolution

The COR may require the contractor's PM or APM, to meet with the CO and other government IPT personnel as deemed necessary to discuss performance evaluation. The CO and COR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the COR and PM as often as required or per the contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Recommendations for corrective actions

6.3.1 The CO must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

6.3.2 The COR, PM and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the CO.

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative) (Impact on Contractor Payments)
Submit a PM report of scheduled, completed, and outstanding tasks monthly	100% of reports accurately depict current status	99%	File reviews, periodic inspections, and random, observations, customer complaints	\$500 for each documented instance when a report is submitted after the 15 th of the month.
Administer quality control program including subcontractor management in accordance with QCP	Contractor is in compliance with QCP 97% of the time	95%	File reviews, periodic inspections, and random, observations, customer complaints	\$500 per each instance that is out of compliance
Submit management reports as required	100% of reports as requested depicts documents to be submitted	99%	Per COR request, random, observation	\$100 per each instance if report is not turned in within the workday requested.
Mail Delivery USPS includes bad adds, casing mail all accountable mail	100% of all mail that was received daily via USPS mail	99%	COR periodic inspections, and random, observations, customer complaints	\$100 per each instance of mail not delivered daily by 3:30PM
Urgent Mail delivery includes all couriers Fed Ex UPS etc.	100% of all daily received, signed and to recipient. Bad locations identified	99%	COR periodic inspections, and random, observations, customer complaints	\$100 per each instance of mail not delivered daily by 3:30PM.
All Publications Request: including AJW/6000 and all customers per AMI-700	100% per completion date and requested date, mailing final 2 days from release.	99%	File reviews, periodic inspections, and random, observations, customer complaints	\$1000 per instance of customer not receiving requested items by due date.

Distribution of Print Jobs for delivery, stuffing, mailing, normal or priority, customer organization jobs for mailing and stuffing task.	100% of jobs due for delivery daily per courier, jobs within 2-3 days per stuffing mailing.	99%	File reviews, periodic inspections, and random, observations, customer complaints	\$500 per each instance when not in compliance.
Pick-up and delivery of Document Destruction bins (shredder bins) from locations	100% of deliveries that are scheduled as pick-ups.	99%	COR periodic inspections, and customer complaint	\$100 per each instance of mail not delivered daily by 12:00PM

ATTACHMENT 2: SAMPLE QUALITY ASSURANCE MONITORING FORM

SERVICE or STANDARD: _____

SURVEY PERIOD: _____

SURVEILLANCE METHOD (Check):

☐ Random Sampling ☐ 100% Inspection ☐ Periodic Inspection ☐ Customer Complaint

LEVEL OF SURVEILLANCE (Check):

☐ Monthly ☐ Quarterly ☐ As needed

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: _____ %

ANALYSIS OF RESULTS:

Observed Service Provider Performance Measurement Rate: _____ %

Service Provider's Performance (Check):

☐ Meets Standards
☐ Does Not Meet Standards

Narrative of Performance During Survey Period: _____

PREPARED BY: _____ **DATE:** _____